



COMPLAINTS OR DISSATISFACTION USERS LIVING AT THE DPD

What you need to know

The teams at the Direction des programmes Déficiences (DPD) do everything in their power to provide quality service and the best possible follow-up for users and their loved ones. However, if you encounter an obstacle in receiving care or services, you should know that there are solutions available to address the problem with confidence and let us take care of the issue!

Examples of subjects that may raise questions:

- Services received or to which the user is entitled;
- Managing the user's budget;
- Occupational activity or time spent in the room;
- Bedtime;
- Delays in returning calls by CISSS workers;
- Medication;
- Personal hygiene;
- Reported incidents/accidents.

Did you know...

The CISSS promotes compassion in line with the Act to combat maltreatment of seniors and other persons of full age in vulnerable situations? In the event of abuse or mistreatment, rapid assistance is provided by the Commissaire aux plaintes et à la qualité des services.

The CISSS works closely with the Director of Youth Protection (DYP) in situations involving minors whose safety or development may have been or is compromised?

Do you have any concerns, questions or complaints about the services provided?

1. Talk to the user's pivot worker first. They will try to work things out with you.
2. Contact the program manager if you are not satisfied with the pivot worker's answers.
3. Are you still dissatisfied? Contact the user committee if you haven't already done so.
4. The user committee may refer you to the Commissaire aux plaintes et à la qualité des services (service quality or mistreatment) if the situation is not resolved after these steps.

You can also contact the Commissaire aux plaintes et à la qualité des services at any step in the process.



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User committee

The user committee provides support before, during or after each step in the process, if you have any concerns, questions or complaints about the services provided to your child by the institution.

It includes the local committees and is mandated to:

- Inform users about their rights and obligations;
- Promote the improvement of their living conditions;
- Assess their level of satisfaction with services;
- Defend the collective or individual rights and interests of users who request it;
- Accompany or assist a user, parent or representative in their efforts, on request;
- Accompany or assist a user, parent, relative or representative who wants to make a complaint.

Contact information

Pivot worker

Telephone

Manager

Telephone

The user committee includes local committees for various clienteles:

- **Comité des Services de réadaptation du Sud-Ouest et du Renfort (SRSOR) - CRDITSA**
450-348-6121, ext. 2407 | comiteusagerssrsor@gmail.com
- **Comité du Centre de réadaptation en déficience intellectuelle et du trouble du spectre de l'autisme (CRDITEDME) - CRDITSA**
450-446-7477, ext. 2400 or 1-866-446-3006 | info@cuditsa.ca
- **Comité du Centre montréalais de réadaptation (CMR) - DP**
1-888-815-6883 | comitedesusagers@cmrmonteregie.ca

Commissaire aux plaintes et à la qualité des services

1-800-700-0621, ext. 2462 | insatisfactions-plaintes.cissmo16@ssss.gouv.qc.ca

Our mission

To maintain, improve, and restore the health and well-being of the Québec population by making accessible an array of integrated and quality health and social services, while contributing to the social and economic development of Québec.

Our vision

Accessible and efficient health care and services that adapt to the needs of Québécois.

Our goals

The CISSS de la Montérégie-Ouest achieves its goals through its innovative approaches and stands apart through:

- its exemplary offer of care and integrated services based on interdisciplinarity, accessibility, and adaptability to the needs of its population;
- its willingness to question and improve its professional, clinical, and administrative practices;
- its appreciation of its personnel and the implementation of human resource management practices;
- its strong relationships with its partners.

Our values

Our actions are guided by five equal and interconnected values: compassion, collaboration, commitment, confidence and consistency.